

GBG The Gambling Business Group

Promotional Non-Cashable (Web Services)
Technical Standard v.1.4 [APPROVED]

May, 2022

Version History

Date	Version	Description of Changes
March 21, 2016	1.0	- Initial Release
January 23, 2017	1.1	- Reissued v.1.0 as v.1.1 for review by all parties.
June 20, 2017	1.1	<ul style="list-style-type: none"> - Included version verification - Added Appendix 6, which provides advice on the relevant existing legislation that would need to be considered when a machine accepts promotional payment credits. - Added [4] Machine Host Promo Config Code that indicates whether machine host is capable of printing promo tickets on cash out, and it handles promo credits as Committed or Deposited funds. - Added [-46] System Host Response Code (Appendix 1), which can be sent by the System Host if the value of the Promo Ticket being validated at the machine host is greater than the max funds transfer limit for the machine category that is dependant upon whether the machine handles promo credits as Committed or deposited funds. - Defined the standard naming convention for the GBG Promotional web service, which is GBGPromotional. - Standardised the Yes/No configuration parameters so that 0 is No and 1 is Yes.
July 18, 2017	1.1a	<ul style="list-style-type: none"> - Added Machine Host-System Host Heartbeat Period parameter added to table within Appendix 3. - Standardised name of PromoSystemHostConfigOptions within PromoMachineHostPowerUpRegistration. - Standardised name of PromoSystemHostResponseCode data field within the SystemHost Responses for several web methods. - Changed the data type for PromoTicketType in the PromoTicketType web method from a String to a Integer. - Resolved typo error within the URL string description on page 24.
Sept 14, 2017	1.1b	- Page 13 changed <i>PromoSystemHostConfigOptions</i> data field in Machine Host response from <i>Int</i> to <i>String</i> .
Oct 26, 2017	1.1c	- Page 5 amended text related to reporting of Non Cashable Credits via Dataport so that it is in line with version 8G or later of the BACTA Dataport Standard.
April 12, 2018	1.1d	<ul style="list-style-type: none"> - Rename data field in Heartbeat System Host Response (page 21) from PromoDownloadResponseCode to PromoSystemHostResponseCode. - System Host responses for Ticket Validate Complete/Failed and Ticket Print Complete/Failed are just integer values same as for Cashless Service (GBG Cashless TITO).

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Date	Version	Description of Changes
March 28, 2019	1.2	<ul style="list-style-type: none"> - Divided Machine Host registration into Initial and Powerup processes, and defined in GBG Machine Host Registration tech standard v.1.0. - Added/defined reserved blocks of response codes for Promotional specific functions (200 to 299 & -200 to -299). - Change Appendix references to numeric values - Enhanced Promo Download process so that it can be triggered by the System Host via the Network Heartbeat process.
Sept 2021	1.2a	<ul style="list-style-type: none"> - Revised narrative on page 6 to define two methods for handling Standard Promo and Cash Match Promo funds by the machine host. - Clarified how machine should handle Standard and Cash Match Promo funds when the player presses COLLECT with cash and/or promo funds held as machine credit.
Nov 2021	1.3	<ul style="list-style-type: none"> - <i>PromoReference</i> data parameter added to <i>PromoPrintRequest</i> web method on page 19, which is an option field that allows the Machine Host to pass a reference related to the Promo Ticket being requested.
May 2022	1.4	<ul style="list-style-type: none"> - <i>GetPromoList</i> web method that allows the Machine Host to obtain a list of current promotions available on the System Host. Targeted at kiosks for the printing of Promotional Tickets and used in conjunction with the <i>PromoReference</i> data parameter included within 1.3.

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1. Purpose

The purpose of this document is to provide an open standard for Promotional Non-cashable solutions, which allow for Promotional Tickets to be validated at a gaming machine in exchange for non-cashable game credits and Promotional Credits to be downloaded from the promo system to the gaming machines.

The technical specification includes a mechanism that allows for a Cash Match promotion whereby the System based on the player inserting cash (notes & coins) that are equivalent to or greater than the value of the Promotional Non-cashable Ticket.

This document is divided into 2 parts:

- a. Overview of principle functions for Non-cashable Promotional Tickets and Promo Download.
- b. Details of the open Web Service Methods included within the technical Standard.

Whilst this document defines the protocol between the System and Machine Hosts that is required to support Promotional Non-cashable Tickets and Promo Download, this document is not intended to define the relevant mechanisms required within the System & Machine Hosts.

Recommended guidelines for an appropriate network and data encryption methods for System & Machine Hosts that use the GBG Web Service based protocol standards, are covered in the *GBG – Network & Data Encryption Best Practices Guidelines* document that is available on the GBG Technical Standards file repository.

2. Overview

2.1 Background

Promotional Tickets are a form of non-cashable credit redeemed at a gaming machine thru the use of a bar coded ticket similar to that used for Cash Tickets, i.e. a paper form of token that can be only be used for game play and not redeemed for cash.

The Promo System Host is responsible for creating the Promotional transaction that results in a Standard or Cash Match Promotional Ticket being printed at a Cashier Station, Ticket Redemption Kiosk or a gaming machine that is then redeemed at a gaming machine.

When a Standard Promotional Tickets is successfully redeemed at a gaming machine then the associated funds are held separately from cash funds by the gaming machine. The successful validation of a Cash Match Promotional Ticket is dependent upon the player inserting cash funds (Notes, Coins or Cash Ticket) into the same gaming machine that are equal to or greater than the value of the Cash Match Promo Ticket, within a specific period.

Either of the following two methods are used by the gaming machine (Machine Host) to process and handle Standard Promo and Cash Match Tickets.

1. Single Promo Purse

- Where the machine host is supports a single Cash fund purse and a single Promo fund purse.
- Machine host maintains either a Neutral, Standard Promo or Cash Match Promo state.
- *Neutral* state is when there are no promo funds are held by the gaming machine.
- *Standard Promo* state is set/maintained when a Standard Promo Ticket is validated by the gaming machine, which has a Neutral state or is already in a Standard Promo state.
- *Cash Match Promo* state is set/maintained when a Cash Match Promo Ticket is validated by the gaming machine, which has a Neutral state or is already in a Cash Match Promo state.
- When set in a *Standard Promo* state then the gaming machine will prioritise the use of promo funds over cash funds for game play and when all promo funds have been used then the gaming machine returns to a Neutral state.
- When in a *Cash Match Promo* state then the gaming machine will prioritise the use of cash funds to the value of promo funds held and then release the promo funds for game play. Once all promo funds have been used then the gaming machine returns to a Neutral state.

Note: when a Promo Ticket is inserted into the note validator the gaming machine uses the first two digits of the scanned bar code (ticket serial number) to determine the promo ticket type. If this conflicts with the current Promo Ticket state then the ticket is rejected by the gaming machine, i.e. prevents mixing Standard Promo and Cash Match Promo funds.

2. Multi Promo Purses

- Where the gaming machine supports separate Cash, Standard Promo, Cash Match-Promo & Cash Match-Cash purses.
- When *Cash* (notes, coins & cash tickets) are accepted/validated by the gaming machine that are not linked to a Cash Match Ticket then these funds are added to the Cash purse.

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- When a *Standard Promo Ticket* is validated by a gaming machine then the funds are added to the Standard Promo purse
- When a *Cash Match Ticket* is validated by a gaming machine then the promo funds are added to the Cash Match-Promo purse and the equivalent cash funds added to the Cash Match-Cash purse with any remaining cash balance added to the Cash purse.
- Gaming machine then prioritises the use of funds held within the Cash Match (Promo & Cash) purses and when these have been used the gaming machine then uses funds held within the Standard Promo purse before using funds held within the Cash purse.

Note: the multi promo purse method allows for Standard Promo and Cash Match Promo tickets to be redeemed at any time, i.e. gaming machine does not reject the ticket when it is holding funds sourced from a different Promo Ticket Type.

Promo Download is the download of Non Cashable Promotional game credits from the Promo System Host to one or more Gaming Machines connected to the system. The downloading of the game credits would be initiated by an authorised user thru the Promo System Host Site Controller. The gaming machine treats downloaded funds the same as funds obtained from a Standard Promo Ticket, i.e. hold funds within the Standard Promo purse and prioritise use of these funds over cash funds.

Printing of Promotional Non Cashable Tickets when a player is cashing out at a game is an optional feature, controlled by the Promo System Host, which is activated/deactivated upon Machine Host Initial & Power Up Registration.

Non Cashable credit based game play is reported to the Accounting/Audit System either thru the GBG Machine Data Capture protocol, or as Cashless events associated with appropriate cashless source types (types 6 to 8), as specified within the BACTA Dataport 8G Technical Specification. Any BACTA Dataport machine that supports the GBG Non Cashable Technical Standard should support version 8G or later.

Note: Appendix 6 provides considerations with UK legislation regarding use of Promotional credits at a gaming machine, which is for the most part related to the maximum transfer of credits onto the machine depending on whether they are treated as committed or deposited.

2.2 General Functions

This section explains the principle functions that are to be supported by the Promotional Non Cashable Ticket technical Standard, which are very similar to the processes adopted within the GBG Cashless (Web Services) technical standard.

Whilst the Promo System Host may also be responsible for issuing and validating Cash Tickets as well as Promotional Tickets. However there is the requirement for operators to be able to operate Cash and Promotional Non Cashable Tickets by way of separate TITO and Promo System Hosts that coexist on the same network. In order to support this requirement the Machine Host is required to support a separate IP Address/Registration process for the Promo System Host.

2.2.1 Initial Machine Host Registration

Please refer to the GBG Machine Host Registration technical standard v.1.0

2.2.2 Power Up Machine Host Registration

This process is initiated when a Machine Host Initial Registration process has been initially registered with the Promo System Host (see previous section) and is powered up or its network connection to the Promo System Host has been restored.

Machine Host calls *MachineHostPowerUpRegistration* and after the Promo System Host has validated the machine host it returns a new *Session System Host Key* and the Promo Config Options listed below.

- **Cash Match Promotions Activated:** system wide activation of Cash Match Promotions for those machines that are capable of supporting Cash Match.
- **Cash Match Time Out Period:** period in seconds that the player is required to insert cash (notes, coins & cash tickets) that are equal to or greater than the value of the Cash Match Promotional Ticket.
- **Print Promotional Non Cashable Ticket on Cash Out:** system wide setting that switches on/off the Machine Hosts ability to print Standard Promotional Tickets when a player cashes out and there is residual Promotional Credit remaining on the Machine Host.

The Session System Host Key and Promo Config Options are stored within VRAM.

If the Power Up registration process fails (typically where Machine Host not setup on Promo System Host) then the Machine Host will disable the Promotional related functions, remove any Initial System Host Key from within NVRAM and then call the Machine Host Initial Registration web method.

Please also refer to the GBG Machine Host Registration technical standard v.1.0.

2.2.3 Print Promotional Non Cashable Ticket

A Promotional Non Cashable Ticket is printed at a gaming machine either when a player cashes out and there are residual Non Cashable credits remaining on the machine, or a Cash Match Promotion has failed with the user not inserting enough cash during the permitted time period.

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Ticket Redemption Kiosks or a Site Terminal with thermal printer connected are used as a controlled method of Site Operatives printing a Promotional Non Cashable Tickets onsite and issuing them to players.

The process for printing a Promotional Non Cashable Ticket is similar process to the Print (Cash) Ticket within the GBG Cashless (Web Services) Technical Standard, with the exception that the Machine Host connects to the Promo System Host and requests a ticket using the *PrintPromoTicket* web method.

The Promo System Host provides the Machine Host with the Ticket Serial Number and other parameters printed on the Promotional Non Cashable Ticket (see Appendix 5-Layout of Promotional Non Cashable Tickets).

Machine Host then prints the Promotional Non Cashable Ticket and when this action has been completed the Machine Host calls the *PromoTicketPrintCompleted* web method within the promo Ticket System host web service.

The first 2 digits of the 18 digit Ticket Serial Number identify the Ticket Type, with numbers 01-49 to be used for open standard processes and 50-99 reserved for manufacturer specific purposes.

The references for Cash and Promotional Non Cashable Tickets are:

- 01 Cash Tickets
- 02 Standard Promotional Ticket
- 03 Cash Match Promotional Ticket

Adding the Ticket Type Reference to both the Cash and Promotional Non Cashable Tickets allows the Machine Host optimise the time taken to process a ticket. The Machine Host is able to quickly identify the relevant System Host and, in the case of Promotional Non Cashable Tickets, whether the machine is able to support Cash Match and/or Standard Promotional Tickets.

In order to support backwards compatibility with earlier version of the GBG Cashless TITO if the Promo System Host returns an Invalid Ticket – Ticket Not Found response code then the Machine Host validates the ticket with the TITO System Host, and if an Invalid Ticket response is received then ticket is returned to the player.

In the event that a player cashes out at a machine that supports the printing of Non Cashable Promotional tickets and there are Cash and Non-cashable Promotional credits on the game credit meter, the machine will look to print a Non Cashable Promotional Ticket and then a Cash Ticket.

Note: if when a player cashes out, the Machine Host prints a Promo Ticket for any unused promo credits then these are considered as Deposited funds. If not then promo funds to be considered as Committed funds. Important consideration when validating Promo Tickets and determining the fund transfer limit for the Machine Host.

2.2.4 Validate Promotional Non Cashable Ticket

This Technical Standard supports 2 types of Promotional Non Cashable Ticket.

Machine Host uses the first two digits of the bar code number (Ticket Serial Number) to determine the type of ticket (02 – Standard Promo Ticket or 03 – Cash Match Promo Ticket) so that it can connect to the Promo System Host. If the Ticket does not have a 02 or 03 leading value, then the Machine Host continues to validate the Ticket with the TITO System Host, and if a 'Ticket Not Found' error response is returned then the Machine Host returns the ticket to the player.

Note: Ticket Types 04-50 are reserved for future use by the GBG-TITO & GBG-Promotional protocols.

Standard Promo Non Cashable Ticket

Where the leading 2 digits of the scanned bar code on the Ticket is 02.

If the Machine Host supports Standard Promotional Tickets and depending upon the method and its current state (Single Promo Purse method) the Machine Host calls the *ValidatePromoTicket* web method and the Promo System Host determines whether the Ticket is Valid or Invalid.

If the ticket is *Invalid* then the Promo System Host will return one of the response codes listed in Appendix 1. Machine Host then rejects the Ticket and displays an appropriate message on the game screen until the Ticket has been removed from the note acceptor, or after 2 seconds.

If the Ticket is *Valid* then the Promo System Host returns the value of the Ticket and confirm that it is a Standard Promotional Ticket. Machine Host then stacks the Ticket in the note acceptor and adds the value of Non Cashable Credits to the Promo/Standard Promo purse. Machine Host then calls the *ValidatePromoTicketCompleted* web method within the Promo Ticket system host web service.

The display of Promotional Credits on the game, either as a single meter (with cash credits) or separately is to be determined by the machine manufacturer.

Cash Match Ticket

Where the leading 2 digits of the scanned bar code on the Ticket is 03.

If the Machine Host supports Cash Match Promotional Tickets and depending upon the method and its current state (Single Promo Purse method) the Machine Host calls *PromoTicketValidate* web method and the Promo System Host determines whether the Ticket is Valid or Invalid.

If the ticket is *Invalid* then the Promo System Host returns the ticket to the player.

If the ticket is Valid then the Machine Host stacks the Ticket within the note acceptor, calls *PromoTicketComplete* web method and prompts the player to insert an amount of cash that is equal to or greater than the value of the Cash Match Promotional Ticket.

If insufficient cash is inserted into the machine during the period after the Cash Match Promo Ticket has been stacked then Machine Host displays an error message with 'Cash Match Promo Ticket Cancelled – printing replacement ticket' and then prints a replacement Cash Match Ticket.

If the Machine Host is not configured to print Promotional Non Cashable Tickets then Machine Host displays a time out message with the 'Cash Match Promotion Cancelled – Insufficient Cash Inserted'.

Note: when a Promo Ticket is validated at a machine the maximum fund transfer limit for the Machine Host is dependent upon whether the machine host can print a promo ticket for unused Promo Credits. If Machine Host does support printing of Promo Tickets then Promo Credits are Deposited Funds, and if not then they are to be considered Committed Funds.

2.2.5 Promo Heartbeat

Machine Host calls the *MachineHostHeartbeat* web method on the Promotional System Host, based on the Configuration parameters returned by the System Host (Appendix 3), to confirm with the Machine Host is online and Operational from a Promotional perspective. The Promo System Host responds to the Machine Host with an acknowledgement that the Machine Host is Operational from a promotional Ticketing perspective.

The Promo Systems Hosts response includes the *Config Options* also returned to the Machine Host as part of the Initial and Power Up Machine Host Registration web methods, which allows the Site Operative to change thru the Promotional System Host the configuration of settings of the Machine Host for elated Non Cashable Promotional Ticketing.

In addition, the Promo System Host response would include Promo System Host commands for the Machine Host, which would include the Promotional Credit Download from System Host (see next section) and other commands related to future functions/features.

2.2.6 Promotional Credit Download from System Host

Where the Operator identifies machine(s) on the Promo System Host and initiates a download of Non Cashable Promotional Credits directly onto one or more Machine Hosts.

The Promo Credit Download Request command would be included within the response sent by the Promo System Host as part of the Heartbeat process described in section 2.2.5 and would include a unique *Promo Download Transaction* key related to the Promo Download set up on the Promotional System Host.

Machine Host to call the *PromoCreditDownloadRequest* web method on the Promo System Host, which would include the Promo Download Transaction key. Promo System Host validates the Promo Download Transaction key and if determines a valid request returns the value of the Promotional Download to the Machine Host.

Machine Host receives response accepts the Promotional Credits and displays them in the same manner as for Promotional Credits from Promo Tickets, and then calls the *PromoCreditDownloadComplete* web method, which includes the Promo Download Key for the transaction, originally issued by the Promotional System Host, that allows the Promo System Host to close out the transaction.

Note: when a Promo funds are downloaded onto a machine the maximum fund transfer limit for every transaction, is dependent upon whether the machine host is capable of printing a promo ticket or transferring back onto the player account any unused Promo Credits. If Machine Host does support printing of Promo Tickets or transfer then Promo Credits are Deposited Funds, and if not then they are to be considered Committed Funds.

2.3 Accounting

All Promotional Non Cashable Tickets that are Validated or Printed at a Gaming Machine where non cashable credits are added or removed from the game credit meter, are reported by the Machine Host either through the GBG Machine Data Capture protocol standard, or the Dataport serial connection using the messages that are defined in the relevant version of the BACTA Dataport standard.

3 General Web Service Methods

3.1 Version Control

Please refer to the GBG Machine Host Registration technical standard v.1.0, in particular section 3.1.

3.2 Machine Host Initial Registration

Please refer to the GBG Machine Host Registration technical standard v.1.0, in particular section 3.2.

3.3 Machine Host Power Up Registration

Please refer to the GBG Machine Host Registration technical standard v.1.0, in particular section 3.3

MachineHostPowerUpRegistration

Machine Host Sends

Data Field	Data Type	Max. Length	Description
MachineHostAssetNumber	String	20	Operator specific machine asset number manually configured thru the Machine Host Setup screen
MachineHostSerialNumber	String	20	Fixed unique number for the game manufacturer visible only on the GBG EFT Registration screen.
MachineHostMACAddress	String	20	MAC Address of the Machine Host's TCP/IP network adaptor.
InitialSystemHostKey	String	50	Unique alphanumeric or numeric ID issued by Data Capture System Host during Machine Host Initial Registration.
FUNCTION SPECIFIC DATA FIELDS			
MachineHostPromoConfigOptions	String	100	See Appendix 2

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	See Appendix 1
SessionSystemHostKey	String	50	Alpha & numeric unique ID issued by Promo System Host. NULL value returned if machine host not setup on the Promo System Host
SystemHostDateTime	Date Time	N/a	Current Date & Time of the gbg System Host's clock, which the Machine Host could use to time sync itself with the System Host. Date & time in UTC format.
MachineHostHeartbeatPeriod	Int	32 bit	Period in seconds between every heartbeat call made by the Machine Host.
FUNCTION SPECIFIC DATA FIELDS			
PromoSystemHostConfigOptions	String	100	See Appendix 3

Data Field	Data Type	Max. Length	Description
SiteName	String	100	Header reference printed at top of Promo Ticket
SiteCode	String	10	Reference printed on Promo Ticket
SiteAddress	String	100	Sub header reference printed on Promo Ticket
SiteTown	String	100	Sub header reference printed on Promo Ticket

Machine Host Action

If System Host returns a **[0]** response code then the Machine Host sets its status to **Registered**, stores new *Session System Host Key* and function specific parameters in VRAM and then initiates the Network Heartbeat for the relevant System Host.

If System Host returns a **[-1]** or **[-2]** response code then the Machine Host clears the Initial System Host Key within NVRAM, sets its status to **Not Registered**, disables the function related to the System Host and then calls the *Machine Host Initial Registration* process every 30 seconds until it receives a **[0]** response code.

4 Machine Meter Web Service Methods

4.1 Network Heartbeat

Pre-requisites

- Machine Host has been setup on the Promo System Host with initial and powerup registration processes completed and Initial and Session System Host Keys issued by the Promo System Host.

Allows the Promo System Host to monitor the comms status with all registered Machine Hosts.

Following Power Up registration with the Promo System Host, the Machine Host calls the *PromoMachineHostHeartbeat* web method and passes its Session System Host Key, which is used by the Promo Session System Host Key to verify the status of the Machine Host.

A [0] response code is returned if the Machine Host is valid and the current data and time set on the Promo System Host, which allows for the Machine Host to check and sync its time clock with the Promo System Host. When it receives a [0] response code the Machine Host ensures that its status is **Registered** and the Promo function is enabled and then calls the Network Heartbeat web method based on Config Option 5, returned as part of the Machine Host Powerup Registration process.

If the Machine Host is invalid then the Promo System Host returns a [-1] or [-2] response code and when this is received by the Machine Host then it changes its status to **Not Registered**, clears the Initial System Host Key within its NVRAM and disables its Promotional function.

If there is no response (network failure) then the Machine Host changes its status to **Offline**, disables the Promotional function and then calls the *MachineHostPowerupRegistration* web method every 30 seconds.

PromoMachineHostHeartbeat

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine successfully registers with M/c Host after power up/network reconnection.

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	See Appendix 1
AncillaryData	String	50	Ancillary data that is related the response code returned by the System Host. NULL value returned if no ancillary data.

If a [201] response code is returned then Machine Host initiates Promo Download process by calling *PromoCreditDownloadRequest* and passing the Transaction ID included within Ancillary Data field.

4.2 Validate Promo Ticket

Pre-requisites

- Machine Host has been setup on the Promo System Host with initial and powerup registration processes completed and Initial and Session System Host Keys issued by the Promo System Host.
- Ticket printer installed and machine configured to print tickets for all pay outs.
- If Machine Host not registered/connected to the Promo System Host then ticket rejected, to support backwards compatibility Machine Host validates ticket with TITO System Host.

To validate a Ticket at a machine the following process takes place:

1. Player inserts a Promo Non Cashable Ticket into the Machine's Note Acceptor.
2. Note Acceptor sends scanned bar code to Machine Host.
3. Using the first 2 digits of the Ticket Serial Number Machine Host identifies ticket as being a Standard (02) or Cash Match (03) Promotional Non Cashable Ticket.
4. Depending on the Promo Ticket Method supported by the Machine Host and its current state (Single Promo Purse) the Machine Host either calls *PromoValidateTicket* web service method within Promo Ticket System Host, or returns the ticket to the player.

PromoTicketValidate

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoTicketSerialNumber	String	50	18 digit ticket serial number passed by the System Host with the first 2 digits either 02 (Standard) or 03 (Cash Match)

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	N/a	See Appendix 1
PromoTicketValue	Int	N/a	Value of the ticket in pence
PromoTicketIssueDateTime	DateTime	50	Format: dd/mm/yyyy hh:mm:ss.
PromoTicketType	Int	32 bit	0 – Standard, 1 – Cash Match

Machine Host Action

If the response code is [0] and the *PromoTicket* is valid then the Machine Host stacks the ticket and accepts & holds the value of the ticket returned by the Promo System Host. The Machine Host also calls the *PromoTicketValidateComplete* web method, see next page.

If the response code is [-201], [-202], [-203], [-204] or [-205] then the Promo Ticket validation process is cancelled and the promo ticket returned to the player, with the appropriate message displayed on the game screen.

If the *PromoTicketType* is 0 (Standard Promo Ticket) then the value of the Promotional Non Cashable Ticket is added onto the Game Credit Meter.

If the *PromoTicketType* is 1 (Cash Match) then the Machine Host holds the value of the Promotional Non cashable Ticket within escrow and a screen is displayed prompting the player to insert cash amount (Coins, Notes and/or Cash Tickets) that are equal to or greater than the value of the Promo Cash Match Ticket. If the player does not insert sufficient cash funds into the Machine Host within the specified period and the Machine Host is configured to print Promotional Non Cashable Tickets, then the Machine Host uses the *PrintPromoTicket* web method (Section 3.4) to print a new Cash Match Promotion Ticket.

When the Machine Host has stacked in the note acceptor a valid Promotional Non Cashable ticket it then calls the *PromoTicketValidateComplete* web method, see below.

PromoTicketValidateComplete

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoTicketSerialNumber	String	18	18 digit ticket serial number scanned by the BV.
PromoTicketValue	Int	32 bit	Value of ticket in pence.

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	See Appendix 1.

If a valid Promotional Non Cashable Ticket is not stacked by the note acceptor and/or the Non Cashable credits are not accepted by the Machine Host then then the Machine Host calls the *TicketValidateFailed* web method on the Promo System Host, see below.

PromoTicketValidateFailed

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoTicketSerialNumber	String	50	18 digit ticket serial number originally scanned by the BV.
PromoTicketValue	Int	32 bit	Value of ticket in pence.

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	See Appendix 1

Note: If the Machine Host does not receive a response from the Promo System Host within the timeout period (returned by System Host as part of the Machine Host Power Up Registration) then the Machine Host will retry up to 5 times. If after the fifth retry attempt the Machine Host still does not receive a response from the Promo System Host then the Machine Host will either return the Promo Ticket to the player (if no response from *PromoTicketValidate* web method) and display a Promo System Host Communication Error message on screen, or continue with normal game operation (if no response to *PromoTicketValidateComplete* or *PromoTicketValidateFailed*).

If there is a connection failure part way thru through the Validate Promo Ticket process then it is assumed that appropriate manual controls will be made available on the Promo System Host that would allow a System Administrator to manually change the status of the relevant transaction.

4.3 Print Promo Ticket

Pre-requisites

- Machine Host has been setup on the Promo System Host with initial and powerup registration processes completed and Initial and Session System Host Keys issued by the Promo System Host.
- Ticket printer installed and machine configured to print tickets for all pay outs.
- Machine Host configured on registration to print Promotional Non Cashable Tickets.

To print a cash ticket at a machine the following process takes place:

1. Player either initiates a pay out at the gaming machine or has not inserted matching cash funds and the Cash Match Promotion has timed out.
2. Machine Host calls the *PromoTicketPrint* web service method, as described below.

PromoTicketPrint

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoTicketType	Int	N/a	0 – Standard Promotional Ticket, 1 – Cash Match Ticket
PromoTicketValue	Int	32 bit	Value of ticket in pence, to be printed by the Machine Host.
PromoReference	String	50	Reference manually entered onto the Machine Host by a site operative. If the Machine Host does NOT support this feature then an empty string is passed to the System Host.

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	See Appendix 1
PromoTicketTitle	String	30	Recommend either <i>Promotional Non Cash Ticket</i> or <i>Promotional Cash Match</i>
PromoTicketSerialNumber	String	18	Ticket Serial Number generated by Promo Ticket System Host printed on the ticket. First 2 digits either 02 (Standard) or 03 (Cash Match).
PromoTicketDateTime	DateTime	50	Format: dd/mm/yyyy hh:mm:ss. Transaction date and time to be printed on the cash ticket.
GamingPosition	String	50	Gaming position reference for the machine asset, which is printed on Cash Ticket instead of Machine Asset Number.
MachineAssetNo	String	50	Machine asset number to be printed on the cash ticket if a gaming position is not returned by the System Host

Data Field	Data Type	Max. Length	Description
PromoStartDateTime	DateTime	50	Date & time when promotion started. Format: dd/mm/yyyy hh:mm:ss.
PromoEndDateTime	DateTime	50	Date & time when promotion ended. Format: dd/mm/yyyy hh:mm:ss.
PromoTicketValue	Int	32 bit	Value of promo ticket in pence, to be printed which was originally passed by the Machine Host

Machine Host Action

If the response code is 0 then Machine Host creates the relevant Ticket Print Command, using the parameters returned by the Promo System Host, and sends it to the Ticket Printer. Machine Host displays 'Ticket Printing' player message on game screen.

When the Printer has confirmed that the bar code on the Ticket has been printed and the credit printed is removed from the machine, then the Machine Host calls the *PromoTicketPrintCompleted* method, see below. Machine Host displays 'Please Take Ticket' player message until Machine Host either detects that the printed ticket has been removed from printer or after 2 seconds.

PromoTicketPrintComplete

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoTicketSerialNumber	String	18	18 digit ticket serial number passed by the System Host.
PromoTicketValue	Int	32 bit	Value in pence, of ticket printed.

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	See Appendix 1

If [0] valid response received from Promo System Host then Credit removed from machine.

If the Machine Host is unable to print the Promotional Non cashable ticket then it calls the *PromoTicketPrintFailed* web method, see below.

PromoTicketPrintFailed

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoTicketSerialNumber	String	18	18 digit ticket serial number passed by the System Host.
PromoTicketValue	Int	32 bit	Value in pence of ticket printed.

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	See Appendix 1

Note:

If the Machine Host does not receive a response from the Promo System Host within the timeout period (returned by System Host on Machine Host Power Up Registration) then the Machine Host will retry up to 5 times.

If after the fifth retry, the Machine Host still does not receive a response from the Promo System Host then the Machine Host will either leave the promo non cashable credits on the machine (if no response from PromoTicketPrint web method) and display a Promo System Host Communication Error message on screen for 2 seconds, or continue with normal game operation (if no response to PromoTicketPrintComplete or PromoTicketPrintFailed).

If there is a network connection failure part way thru through the Print Promo Ticket process then it is assumed that appropriate manual controls will be made available on the Promo System Host that would allow a System Administrator to manually change the status of the relevant transaction.

4.4 Promo Download from Promotional System Host

Pre-requisites

- Machine Host has been setup on the Promo System Host with initial and powerup registration processes completed and Initial and Session System Host Keys issued by the Promo System Host.
- Machine Host configured on registration to support System Host Promo Download.

If the System Host has a pending promo funds download for the Machine Host then a Network Heartbeat [201] response code is returned together with the Transaction ID provided in Ancillary Data.

If the Machine Host supports Promo Credit Download it calls the *PromoCreditDownloadRequest* web method and includes the TransactionID received from the System Host. If the Machine Host does not support Promo Credit Download then it calls the same web method but returns a -1 as the TransactionID, which prompts the System Host to cancel the pending Promo Credit Download.

PromoCreditDownloadRequest

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoDownloadTransactionNo	String	50	Unique Transaction ID generated by System Host for the Promo Download that was included in the Network Heartbeat [201] response. Machine Host returns a -1 if it does not support Promo Download

System Host Action

System Host returns a [0] response code and the value of the promo download if there is a pending Promo Download held by the System Host and the Transaction ID is valid. System Host returns a [-206] response code if the Transaction ID is not valid.

If a -1 Transaction ID has been passed by the Machine Host then the System Host returns a [0] response code and NULL value for the other data fields, and then cancels the pending Promo Download for the Machine Host,.

System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	See Appendix 1
PromoDownloadTransactionNo	String	50	Unique transaction ID issued by System Host for the specific Promo Download transaction.
PromoDownloadValue	Int	32 bit	Value of the Promo Download, in pence

Machine Host Action

If a [0] response code and value is received then Machine Host adds the Promo Download value onto the game credit meter as Non Cashable Promotional Credits, and then calls the *PromoCreditDownloadComplete* web method. If a [-206] response code is received then the Machine Host aborts the Promo Download process. If a [0] response code is returned with NULL value then Machine does nothing as it does not support Promo Download.

PromoCreditDownloadComplete

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoDownloadTransactionNo	String	50	Unique transaction ID issued by System Host for the specific Promo Download transaction.
PromoDownloadValue	Int	32 bit	Value of the Promo Download, in pence.

If the Machine Host is not able to add the promo credits to the game credit meter then the Machine Host calls the *PromoCreditDownloadFailed* web method.

PromoCreditDownloadFailed

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.
PromoDownloadTransactionNo	String	50	Unique transaction ID issued by System Host for the specific Promo Download transaction.
PromoDownloadValue	Int	32 bit	Value of the Promo Download, in pence.

Note:

If the Machine Host does not receive a response from the Promo System Host within the timeout period (returned by Promo System Host on Machine Host Registration) then the Machine Host will retry up to 5 times.

If after the fifth retry, the Machine Host still does not receive a response from the Promo System Host then the Machine Host will abort the Promo Credit Download (if no response from *PromoCreditDownloadRequest* web method), and continue with normal game operation (if no response to *PromoCreditDownloadComplete* or *PromoCreditDownloadFailed*).

If there is a network connection failure part way through the Promo Credit Download process then it is assumed that appropriate manual controls will be made available on the Promo System Host that would allow a System Administrator to manually change the status of the relevant transaction.

4.5 Get Promo List from Promotional System Host

Pre-requisites

- Machine Host has been setup on the Promo System Host with initial and powerup registration processes completed and Initial and Session System Host Keys issued by the Promo System Host.
- Machine Host and System host support v.1.1.3.

The *GetPromoList* web method allows the Machine Host to obtain from the Promotional System Host the list of promotions that are currently active/available.

Person at machine host would then select a promotion from the list and then the machine host uses the *Promo Ticket Print* web method to print a promotional ticket linked to the selected promotion.

GetPromoList

Machine Host Sends

Data Field	Data Type	Max. Length	Description
SessionSystemHostKey	String	50	Unique ID issued by Promo System Host when machine registers with M/c Host after power up/network reconnection.

Promo System Host Returns

Data Field	Data Type	Max. Length	Description
ResponseCode	Int	32 bit	
PromoList()	Array of promo objects		List of Promotions available for the kiosk to process.

Promo Object

Data Field	Data Type	Max. Length	Description
PromoReference	String	50	Unique code for the Promotion that is returned to the machine Host as part of the <i>PromoTicketPrint</i> web method.
PromoName	String	50	Name of the Promotion
PromoType	String	10	0 – Standard Promo Ticket 1 – Cash Match Promo Ticket
PromoCredit	Int	32-bit	Value (in pence) of promo funds available for the promotion. If 0 then no limit on the funds available.
PromoPrintValues	String	20	Promo Ticket Print values in pence, comma separated for example if the promotion allows £5, £10, £20 tickets to be printed, this would be sent as: 500,1000,2000

Machine Host Action

Machine Host displays the Promotions List onscreen.

User then selects the relevant Promotion from the list and the Machine Host then uses the relevant parameters within *PromoList()* object to call the *PromoTicketPrint* web method and print the required Promo Ticket for the selected promotion.

APPENDIX 1 – PROMOTIONAL SYSTEM HOST RESPONSE CODES

Outlined below are a list of the Response Codes that relate to registration of the gaming machine on the System Host as well as the Validating of Promotional Tickets by the Machine Host. Response codes 200 to 299 & -200 to -299 reserved for Promotional specific functions.

Response Code	Response Text	Machine Site Operative/Player Message	Action to Response
0	Valid Machine Host/ Request	N/a	Host Machine is setup on System Host and/or request was valid.
201	Pending Promo Download request	N/a	System Host returns this response code via the Network Heartbeat process if it has a pending Promo Download for the Machine Host
-1	Invalid Machine Host (Unknown Machine Host)	N/a	Machine Host not setup on GBG System Host. Machine Host displays Not Registered as its status for the relevant GBG function, clears any Initial System Host Key held within NVRAM and calls <i>Initial Machine Host Registration</i> web method every 30 seconds.
-2	Invalid Machine Host (Duplicate Entity)	N/a	Where there is already another Machine Host setup on System Host with the same Asset Number but different other parameters and/or System Host Key. Machine Host displays Not Registered as its status for the relevant GBG function, clears any Initial System Host Key held within NVRAM and calls <i>Initial Machine Host Registration</i> web method every 30 seconds.

Response Code	Response Text	Machine Site Operative/Player Message	Host	Action to Response
-3	Valid machine Host (Awaiting Authorisation)	N/a		Machine Host setup on System Host, however initial registration has not been manually authorised by an authorised person on the relevant GBG System Host. Machine Host displays Authentication Required as its status for the relevant GBG function, clears any Initial System Host Key held within NVRAM and calls <i>Initial Machine Host Registration</i> web method every 30 seconds.
-201	Promo Ticket Validation - Already Redeemed	Promo Ticket Already Redeemed		Ticket with same bar code value has already been redeemed on the System Host. Machine Host sends Reject Ticket command to Note Acceptor so that ticket is returned to player, and <i>Ticket Already Redeemed</i> message displayed on game screen.
-202	Promo Ticket Validation – Ticket Expired	Promo Ticket Expired		Ticket expiry period has been exceeded. Machine Host sends Reject Ticket command to Note Acceptor so that ticket is returned to player, and <i>Ticket Expired</i> message displayed on game screen.
-203	Promo Ticket Validation – Ticket Not Found	Promo Ticket Invalid		Ticket transaction does not exist within System Host. Machine Host sends <i>Reject Ticket</i> command to Note Acceptor so that ticket is returned to player, and <i>Ticket Expired</i> message displayed on game screen.
-204	Promo Ticket Validation – Cancelled Ticket	Cancelled Ticket	Promo	Machine Host cancelled printing of a ticket part way thru the process and sent cancelled payment.
-205	Promo Ticket Validation – Exceeds Machine Max Transfer Limit	Exceeds max transfer value		Sent by Promotional System Host if the value of ticket is greater than the max transfer limit for machine. Note: intended to be used for Promo Tickets.
-206	Promo Download – Invalid TransactionID	N/a		Sent by Promotional System Host if the Transaction ID provided by the Machine Host is invalid. Machine Host aborts Promo Download process.

Response Code	Response Text	Machine Site Operative/Player Message	Host	Action to Response
-207	Promo Ticket Validation – Exceeds System limit	Insufficient promo funds available for selected Promo		Machine Host displays OK only message on screen. Promo System Host sends response if there are insufficient funds promo available. Linked to the printing of a promo ticket when a Promotion has been selected by the user from a list displayed on the Machine Host.
-208	Promotion List – no current promos	No Promotions currently available		Machine Host displays OK only message box on screen. Linked to GetPromoList web method. Can also be used when and incorrect PromoReference is provided by the machine host during the PromoTicketPrint method.
-1000	General Error	Error - General		If this is seen, cancel current operation, system has failed operation.

APPENDIX 2 – MACHINE HOST PROMOTIONAL CONFIG CODES

Table below provides a list of Configurations that are sent by the Machine Host to the Promo System Host as part of the Machine Host Power Up Registration process. The MachineHostPromoConfig string sent by the Machine Host is a comma delaminated data block, which contains the sequential order of the Configuration Options listed in the table below.

Config Ref.	Config Name	Value sent to System Host
1	Machine Host Supports Cash Match	0 – No, 1 – Yes. Indicates to the Promo System Host whether the machine is capable of supporting a Cash Match promotion.
2	Machine Host Supports Download Credits	0 – No, 1 – Yes Indicates to the Promo System Host whether the machine is capable of supporting Download Credits functions as specified within this Technical Standard.
3	Machine Host Supports Promo Ticket Printing.	0 – No, 1 – Yes Indicates whether the Machine Host supports the Promo Ticket Print web method. Allows System Host to determine whether promo credits are being managed as committed or deposited funds, i.e. if supported then unused promo credits and returned to the player in the form of a Promotional Ticket then these are deposited credits. If not supported by machine then Promo Credits managed as committed credits. Different transfer limits apply to Deposited and Committed credits for each machine category.

APPENDIX 3 – SYSTEM HOST PROMOTIONAL CONFIG CODES

Table below provides a list of the Configuration Options that are returned to the Machine Host as part of the Machine Host Power Up Registration process. The string returned is comma delimited data block which contains the sequential order of the Configuration Options listed in the table.

For example, is Promo System Host returned [10, 0, 0, 300] then this would configure the Machine Host to use a 10 second time out, print Promotional Non Cashable Tickets with the Cash Match feature enabled subject to a 300 second time out period.

Config Ref.	Config Name	Value returned to Machine Host
1	Machine Host-System Host Response Time Out Period	Period of time (in seconds) that the Machine Host waits for a response from the Promo System Host before associated process times out.
2	Machine Host Promotional Ticket Print	0 – No, 1 – Yes. Switches on/off Machine Host’s ability to print a Standard Promotional Tickets when non cashable credits are on the Game Credit meter when player cashes out.
3	Machine Host Cash Match Enabled	0-No, 1-Yes. Switches on/off the cash match promotion function within the Machine Host.
4	Machine Host Cash Match Timeout period	Period of time (in seconds) that the Machine Host waits for player to insert cash of a greater or equal value to the Cash Match Ticket.
5	Machine Host-System Host Heartbeat Period	Period of time (in seconds) in between the Heartbeat web method called by the Machine Host.

APPENDIX 4 - PROMOTIONAL NON CASHABLE TICKET LAYOUT



Ref	Description	Format	Comments
1	Site Name	Max 30 characters	Site Name maintained on Promo System Host and returned to Machine Host for every print request.
2	Address 1	Max 20 characters	Street Name/first line of address for site maintained on Promo System Host and returned to Machine Host for every print request.
3	Address 2	Max 20 characters	Town name for site maintained on Promo System Host and returned to Machine Host for every print request.
4	Ticket Title	Max 30 characters	Name of Promotion as defined by Promo System Host and returned to Machine Host with every print request.

Ref	Description	Format	Comments
5	1D Barcode	18 digits	Managed by printer and represents the Ticket Serial Number generated by the Promo System Host and returned to the Machine Host.
6	Date	DD/MM/YY	Date generated by Promo System Host and returned to Machine Host for the specific print request.
7	Time	HH:MM:SS	Time generated by Promo System Host and returned to Machine Host for the specific print request.
8	Value in words	80 characters	Translation from value into words managed by printer, based on the value returned by the Promo System Host to the Machine Host
9	Ticket Value	£###,###.##	Value generated by Promo System Host and returned to Machine Host for the specific print request. Format and currency symbol managed by Printer.
10	Leading Edge Ticket Validation Number	18 digits, numeric	Ticket Serial Number generated by Promo System Host and returned to Machine Host with each print request.
11	Ticket Validation Number under bar code	18 digit, numeric	Ticket Serial Number generated by Promo System Host and returned to Machine Host with each print request.
12	Ticket Issuance Number	####	0-9999, incremental counter maintained by printer which automatically resets to 0 after 9999 has been reached.
13	Site Code	10 digits, alphanumeric	Unique reference managed by Promo System Host and returned to Machine Host with every print request.
14	Asset #	20 characters	Unique reference for the gaming position that the machine asset is installed in on the Promo System Host, which is returned to Machine Host with every print request.

Ref	Description	Format	Comments
15	Promo Valid Date Range	30 characters	<p>Machine Host prints <i>Promotion valid from [Start Date] to [End Date]</i>.</p> <p>Format of date displayed is dd/mm/yyyy.</p> <p>Note: Promo System Host returns start and end date & time for relevant promotion as part of the Promo Ticket Print web method</p>

APPENDIX 5 – UK LEGISLATION CONSIDERATIONS

This appendix highlights relevant existing UK legislation (as at June 22, 2017) and how it needs to be considered when implementing Promotional Credits at the gaming machine. It is recommended that operators seek their own legal advice before implementing Promotional solutions.

There are two regulations that are most relevant for Promotional credits, *Circumstance of Use 2007* and *Categories of Gaming Machine 2007*, although it is recommended that reference is also made to any amendment orders relating to changes in stake / prize.

Assuming there are no cost associated with obtaining the promotional credit and then consideration needs to be made to the stake to play and whether this does not inadvertently or deliberately exceed that permitted for the category of machine.

Depending on how the promotional credit operates and whether the machine uses 'Committed' or 'Deposited Sums' will have a bearing.

Previous problems arose when a Machine Host using 'deposited sums' treated promotional credit as 'committed' funds, i.e. cash paid to player however unused promotional credits remained on the machine, which could breach the requirements of the Circumstance of Use regulations which would be an offence under section 242(2) of the Gambling Act 2005 (the Act).

- **Committed funds** (generally dual meter machine, e.g. pub fruit machine layout with bank / credit) is defined under regulation 9(4) Circumstance of Use regulations:

9(4) In these Regulations "committed amount", in relation to a gaming machine, means an amount of money or money's worth—

(a) held to the credit of a person using the machine for the purposes of paying one or more charges for use, and

(b) which, immediately after it is paid or (as the case may be) immediately after the action referred to in paragraph (7) is taken in relation to it, is not recoverable by a person using the machine.

If the player is given promotional credit and can't cash it out at a machine and walk away with the money value (value of stake) to be used at another gaming machine then it would likely fall under the above definition and must be treated accordingly.

- **Deposited funds** (generally single meter, credit machines – B2/B3 LBO style machines with single credit meter) are defined under section regulation 9(9) Circumstance of Use regulations:

9(9) In these Regulations "the deposited sum", in relation to a gaming machine, means the amount of money or money's worth—

(a) which for the time being is held by or in relation to the machine to the credit of a person using the machine, and

(b) none of which is held as a committed amount.

If the player is given promotional credit and can cash it out and walk away with the money value (value of stake) and use it at another gaming machine then it would likely fall under the above definition and must be treated accordingly.

Why does this matter?

Thoughts are provided below that relate to use of promotional credits inline with current UK legislation, however operators should also consider the Commission's Licence Conditions and Codes of Practice and licensing objectives when using Promotional Credits.

Regulations below only refer to the Circumstance of Use 2007

- Where the promotional credit is 'committed' then monetary limits and requirements within regulation 9 and more specifically 9(2) would be applicable.
- Regulation 10 should be a consideration but would generally be a concern where the machine is dual meter nature (committed) but the promotional money is not, which would be an unusual configuration.
- Regulation 12(3) would need to be considered where committed promotional credit is loaded but not subsequently used by the player or a residue remains?
- Regulation 13 must be adhered to and in particular 13(3) is important. Any prize won by means of the machine must be collectable. You cannot force the player to replay any winnings whether generated by result of playing with promotional credit or not. 13(4) similarly prevents any prize won from being paid back to 'committed funds'.
- If machine is of the committed variety but promotional credit is 'deposited' (would be an unusual configuration) then regulation 14 and in particular 14(b) would need to be considered, though I appreciate this type of configuration would be unusual and unlikely to occur but...

In terms of stake/prize limits this will depend on the mechanic and is quite complex in nature.

In summary if the payment doesn't involve use of the machine then it should be treated as a cash payment in respect to complying with the requirement of the regulations (e.g. if £50 promotional TITO payment then it would need a player action for each £20 tranche as per regulation 7).

If the payment is paid by means of the machine then it would generally be considered a prize (subject to mechanic but simplest way to handle) and would need to comply with limits under Categories of Gaming Machine regulations accordingly.

Note, if the prize is paid within a game and that game pays £500 prize there is a risk the overall amount awarded could exceed statutory maximum for the category of machine, hence most promotional prizes are paid outside of the game envelope to avoid this problem.